

業務推動要項 Business Development Items

在主管機關的督導下，本公司依循年度業務計畫，推動各項業務，以促進證券市場蓬勃發展，列舉重大業務執行情形如下：

Under the supervision of the competent authority, the Financial Supervisory Commission (the “FSC”), the TWSE pushed forward with various work objectives in compliance with our annual business plan to facilitate the development of the Taiwan securities market. A number of major businesses has been undertaken as illustrated below:



2021 年 7 月 20 日臺灣創新板正式開板，打造新創企業籌資新聚落。

Taiwan Innovation Board, a new fundraising channel for startups, officially launched on July 20, 2021.



► 壹、發行市場業務

一、擴大證券市場規模

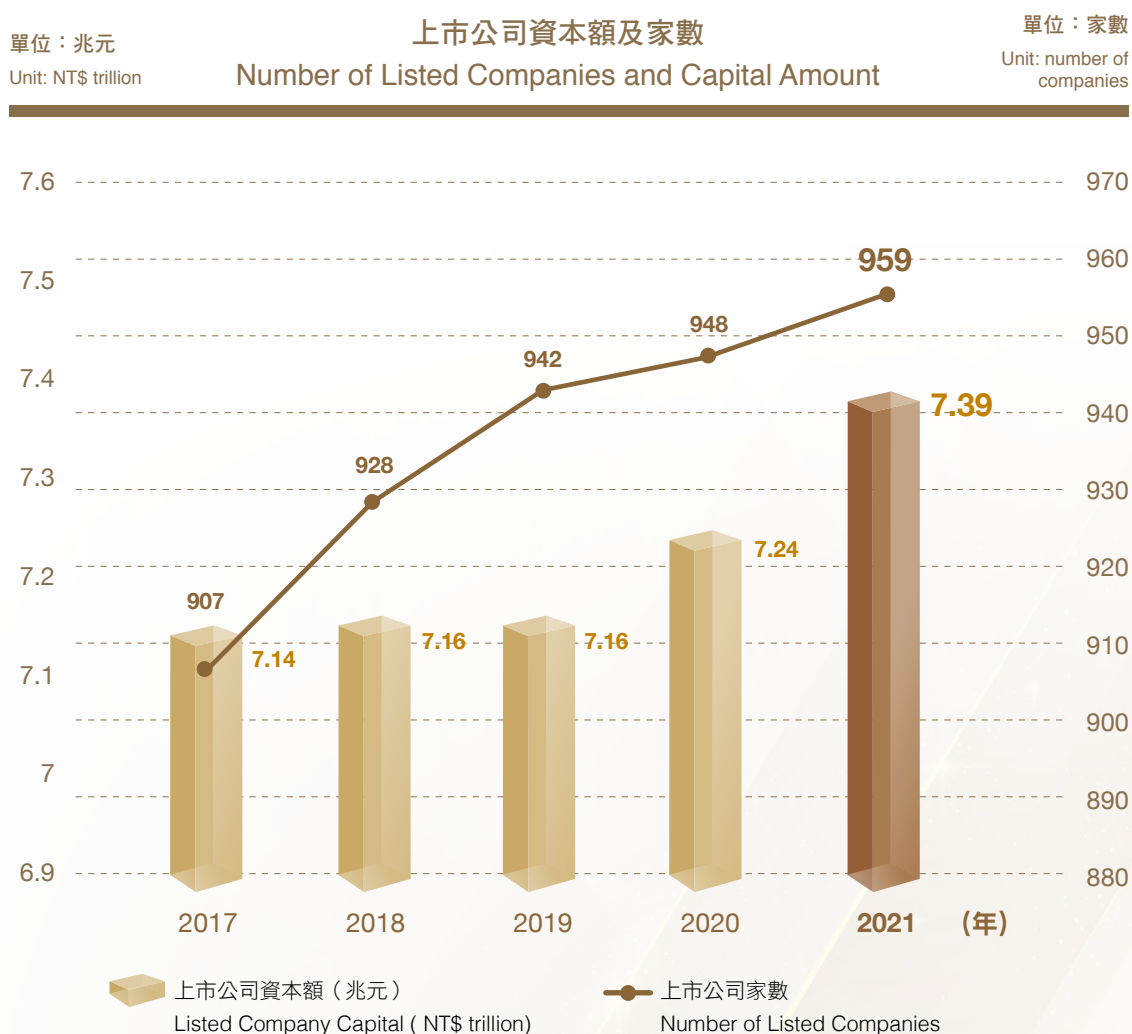
- (一) 2021 年國內發行公司申請股票上市者計有 28 家（含 2 家創新板），新增上市掛牌計有 16 家，外國發行公司申請股票上市者計有 2 家，新增上市掛牌計有 3 家。
- (二) 為落實國家政策，打造具競爭優勢的資本市場環境，協助創新事業提早進入資本市場籌資，於 2021 年 3 月完成創設「臺灣創新板」法規公告作業，並於 7 月 20 日開板，完善多層次資本市場架構。
- (三) 推動宣導
 1. 2021 年受疫情影響無法赴海外宣導、招商，爰改以拜訪國內外企業在臺營運據點及人員，或透過視訊會議等方式，持續與中介機構合作，推動企業上市。
 2. 為推動臺灣創新板，參與或辦理推動上市說明會及宣導會等積極接觸新創團隊暨孵化器機構，偕同中介機構拜訪具關鍵核心技術及創新屬性之公司，另爭取與政府機構或創投事業等單位共同推廣創新板上市途徑，暨對中介機構辦理獎勵措施。

► I. Primary Market Business

1. Expand the Scope of the Securities Market

- 1) In 2021, 28 domestic companies applied for stock listing, including two listings on TIB, with 16 newly listed companies. Two foreign companies applied for stock listing, with three newly listed companies.
- 2) To execute national policies, create a competitive capital market ecosystem, and assist the speedy entry of innovative businesses into the capital market for fundraising, the regulations for the Taiwan Innovation Board ("TIB") were released in March 2021. TIB was officially launched on July 20, enhancing Taiwan's multi-level capital market framework.
- 3) Promotional activities
 1. Due to the continuing COVID-19 pandemic in 2021, the TWSE put safety first and cancelled travel abroad for promotion or to attract businesses. Instead, the TWSE conducted video conferences or in-person visits to foreign and domestic enterprises with branches and representatives in Taiwan. The TWSE works with intermediaries to encourage companies to list.

2. To promote the TIB, the TWSE has participated in or held listing seminars and promotional events to actively connect with startups and business incubators. Together with intermediaries, the TWSE has visited enterprises with key core technologies and innovative capabilities. In addition, the TWSE has worked with government agencies and venture capital to jointly promote pathways to list on TIB, as well as offering incentives to intermediaries for their promotional efforts.





二、新上市金融商品

- (一) 2021 年計有 12 檔 ETF 上市，包括 6 檔海外股票 ETF，及 6 檔臺股 ETF，滿足投資人布局高股息、越南股市、半導體、電動車、高價股、基因免疫等投資需求。
- (二) 2021 年計有 3 檔臺股 ETN 上市，提供投資人對電動車、ESG 高股息等熱門主題投資機會，掌握投資趨勢。

2. Newly Listed Financial Products

- 1) A total of 12 ETFs were listed in 2021, including six overseas stock ETFs and six domestic stock ETFs, fulfilling investment needs in areas such as high dividends, exposure to the Vietnamese stock market, semiconductors, electric vehicles, heavy shares, genomics and immunology.
- 2) The year 2021 saw a total of three domestic ETNs listed for trading, allowing investors to stay on top of the latest investment trends in electric vehicles and ESG high dividends.

三、加強上市公司管理

- (一) 為增進上市公司對重大訊息、資訊申報及法規之瞭解，辦理 7 場次上市公司業務宣導會；另分別辦理國內上市公司、外國上市公司重大訊息之查證與公開計 35,808 件、5,238 件，重大訊息抽查計 224 家次、78 家次，重大訊息說明記者會計 115 家次、16 家次，及訊息面暫停交易案件計 13 家次、6 家次。
- (二) 推動重要公司治理措施，與國內外產業界、非政府組織（NGO）合作，即使受疫情影響亦採用線上會議的方式舉辦，並與 ACGA、ICGN、GRI、OECD 等國際組織頻繁交流，提升我國公司治理水準與國際能見度。
- (三) 推動上市公司發布 2020 年度企業社會責任報告書共 430 家；為持續提升我國非財務資訊揭露品質，辦理相關研討會及教育訓練，協助公司瞭解報告書實務編製流程與重點，並提升企業撰寫報告之品質。
- (四) 推動上市公司採用 IFRS 及辦理 Inline XBRL 申報財務業務資訊，分別舉辦 4 場及 5 場宣導會，協助公開發行公司瞭解相關申報規定與作業。

3. Reinforce Management of Listed Firms

- 1) The TWSE held seven “Listed Companies Seminars” to enhance listed companies’ understanding of material information, information disclosure, and relevant rules and regulations. Furthermore, for domestic listed and foreign listed companies,

respectively, a total of 35,808 and 5,238 cases of verification and disclosure of material information were conducted; 224 and 78 random checks were implemented; 115 and 16 press conferences were held on material information disclosure; and 13 and 6 trading halts were instituted.

- 2) To promote major corporate governance measures, the TWSE cooperates with industry leaders and NGOs at home and abroad to host online meetings and forums due to the pandemic. In addition, the TWSE works closely with worldwide organizations such as the Asian Corporate Governance Association ("ACGA"), International Corporate Governance Network ("ICGN"), the Global Reporting Initiative ("GRI"), the Organization for Economic Cooperation and Development ("OECD") to augment Taiwan's standards of corporate governance and global visibility.
- 3) Under the TWSE's guidance, 430 listed companies published their CSR reports for the year 2020. To continue enhancing the quality of Taiwan's non-financial information disclosure, the TWSE hosted related seminars and training courses to assist companies in understanding the practical aspects and key procedures in the report writing process so as to enhance the quality of CSR reports.
- 4) The TWSE promoted the use of IFRS and Inline XBRL by listed companies to report financial and business information, holding four and five promotional meetings respectively to assist public companies to have greater knowledge of relevant reporting requirements and operations.



2021 年與中介機構合作舉辦推動優質企業上市座談會。

The TWSE collaborated with intermediaries in 2021 to host seminars encouraging exceptional companies to list.



► 貳、交易市場業務

一、市場改革

- (一) 推動上市股票造市制度：藉由股票造市者持續提供合理報價，增加投資人買賣成交機會，當造市標的股票流動性提升後，同時會吸引其他市場參與者投入，對於其買賣價差縮小、成交量放大有所幫助，制度業於 6 月 30 日起實施。
- (二) 延長瞬間價格穩定措施：為穩定市場價格，避免收盤前股價劇烈波動，普通交易及盤中零股交易之瞬間價格穩定措施由 13 時 20 分延長至 13 時 25 分，自 6 月 28 日起實施。
- (三) ETF 分割反分割：為完備 ETF 交易制度，有益市場長期發展，於 6 月 30 日起，基金公司可根據信託契約召開受益人會議，執行 ETF 分割或反分割機制。
- (四) 推動當沖降稅：配合主管機關推動當沖降稅乙案，回應外界當沖疑義，澄清市場疑慮，以利當沖降稅延長適用案順利通過。
- (五) 開放證券自營商參與初次上市（櫃）股票競價拍賣：配合主管機關政策開放，於有價證券競價拍賣系統，建置自營商參與功能，本案業於 5 月底上線。

► II. Secondary Market Business

1. Market Reform

- 1) Promote stocks market making mechanisms: By Continuously reasonable providing quotes for stocks, market makers offer more transaction opportunities for investors. Implemented on June 30, the market making mechanisms, boost liquidity of selected stocks, concurrently attracting other market participants, thereby limiting bid-ask spreads and facilitating trade.
- 2) Extension of intraday volatility interruption: To stabilize prices and avoid drastic price changes before the market closes, intraday volatility interruption for regular trading and intraday odd lot trading was extended from 13:20 to 13:25, on June 28.
- 3) ETF forward and reverse split mechanisms: To enhance the ETF trading system and the market's long-term development, starting on June 30, fund issuers may convene a meeting of beneficiaries according to the trust contract and execute forward or reverse splits for ETFs.
- 4) Promote day trading tax cut: The TWSE responded to public concerns regarding day trading, enhancing the FSC-supported extension of the transaction tax cut for day trading to successfully be approved.

- 5) Allowing securities dealers to attend IPO competitive auctions: Commensurate with the competent authority's policy, securities dealers are allowed to participate in the competitive auction system starting in late May.



本公司推出股票造市制度，為優質低流動性股票挹注交易量能。

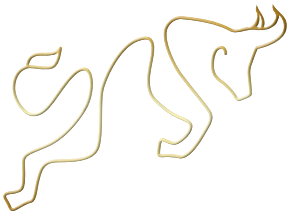
The TWSE launched market-making mechanisms to boost trading of quality stocks with low liquidity.

二、證券商管理

- (一) 推動「證券期貨商資安防護基準」，修訂證券商資通安全檢查機制及內部控制制度規範，將輔導業者依資安等級推動差異化之資安防護。
- (二) 推動金融資安行動方案，修訂相關規範，規定第一、二級證券商與符合一定條件之證券商，設置副總經理層級以上或職責相當者兼任資訊安全長。

2. Security Firms Supervision

- 1) The TWSE promoted the setting of standards for information security protection of securities firms and futures commission merchants. The information security inspection mechanisms and internal control systems regulations for securities firms were amended. Furthermore, the TWSE will counsel securities firms to put into place differentiated information security protection measures based on their respective classification.
- 2) To promote the “Financial Cyber Security Action Plan,” the TWSE amended relevant regulations requiring that securities firms belonging to Level One or Level Two in cyber security or securities firms with specific requirements designate a vice president or higher or a person of equivalent position to concurrently serve as its chief information security officer.



- (三) 因應疫情發展，提供證券商彈性應變機制，業於 7 月 14 日公告修正「證券商因應嚴重特殊傳染性肺炎（COVID-19）事件申請居家辦公指引」規定。另為利掌控全體證券商與從業人員疫情狀況，業於 6 月完成證券商申報單一窗口「疫情調查系統」申報平台建置，並提供主管機關監管使用。
- (四) 修正「證券商交割專戶設置客戶分戶帳作業要點」第 9 條，開放有價證券所生孳息，或公開收購、併購、現金減資及其他經主管機關核准之股務作業應收款，得匯撥至交割專戶客戶分戶帳，本案業於 4 月 20 日起實施。
- (五) 實施投資人盤前異常大量委託後撤銷之精進管理措施，加強對投資人執行預收款券，改善盤前大量委託後撤銷情形，有利提升資訊揭露品質。
- 3) To allow securities firms to flexibly respond to the developments of the pandemic situation, the TWSE amended the “Guidelines for the Work-From-Home Application by Securities Firms in Response to COVID-19” on July 14. In addition, the TWSE established a single window in June for securities firms to report on the pandemic situation for their personnel, allowing the competent authority to stay on top of developments.
- 4) The TWSE amended Article 9 of the “Guidelines Governing the Creation of Customer Ledgers of Securities Firms’ Settlement Accounts.” Starting April 20, securities firms may transfer to their customer’s settlement accounts the yields on its securities, or amounts it may receive from public tender offers, mergers, cash capital reductions, and other stock affairs approved by the competent authorities.



「證交所與證券商負責人業務座談會」中就證券市場之發展趨勢、政策方向及監理重點等重要議題充分交換意見。

The TWSE held forum for responsible persons of securities firms to exchange views on trends, policy direction, and supervision of the securities market.

- 5) The TWSE implemented enhanced administrative measures for market activities where investors would place an unusually large number of orders before the market opens or closes and then cancel the orders. To address the situation and improve the quality of information disclosure, securities brokers may collect funds or securities from such customers in advance.

三、維持市場秩序

- (一) 市場監視作業：2021 年公布注意交易資訊之有價證券計 833 檔 5,041 次，採取處置措施者計 239 檔 336 次。另於交易時間即時對新聞報導及網路訊息進行監看，發現影響上市公司股票價格之重大訊息並請其公告澄清者計 16 次，執行跨市場監視資訊通報計 12 次。
- (二) 電視投資理財節目之側錄、監看情形：2021 年側錄檢視 1,413 個電視投資理財節目。節目分析人員言論明顯涉有違規情事已陳報主管機關者，計有 25 件、25 人次。
- (三) 2021 年辦理 5 場次之「防範內線交易宣導說明會」（1 場實體暨 4 場線上宣導會），計有 1,013 人參加；6 場次之「內部人股權交易法律遵循宣導說明會」，協助與會人員充分知悉規範。

3. Maintain Market Order

- 1) Market surveillance: In 2021, there were 5,041 announcements or notices of attention to trading information regarding 833 securities, and 239 disposition measure types taken 336 times. Furthermore, monitoring of news reports and internet messages during trading hours found 16 cases where material information affected listed companies' stock prices and requests were issued to the listed companies for clarification. There were 12 information reports conducted on cross-market surveillance.
- 2) Recording and monitoring investment and wealth management television programs: In 2021, there were 1,413 such programs recorded and reviewed. Twenty-five program analysts were reported to the competent authority 25 times for making comments that clearly violated regulations.
- 3) In 2021, the TWSE held one in-person session and four online educational activities of the "Prevent Insider Trading Seminar," with 1,013 participants. The TWSE also held six sessions promoting compliance with insider stock trading regulations to ensure that participants have sufficient knowledge of relevant regulations.



► 參、電腦應用與資訊服務

一、系統升級

- (一) 證券期貨相關機構於 11 月 30 日成立「證券暨期貨市場電腦緊急應變支援小組」(SF-CERT)，全天候協助證券期貨業者應變資安事件。另藉由 SF-CERT 提供業者資安演練，強化其資安意識與事件應變處理能量，保障整體市場交易安全。
- (二) 強化公開資訊觀測站資料庫，提升資料庫管理一致性、便於各應用系統與資料庫之串接、整合維運工具，及增進資料庫維運安全，以提升系統穩定性及資安防護。
- (三) 強化交易系統身分驗證之安全性，使用者登入時須採用多重因子身分驗證機制 (RSA 載具產生驗證碼)，並增加帳號管理相關資安控制措施，以提升市場持續營運安全。
- (四) 辦理市場關鍵資料每日備份，並完成磁帶資料抽檢作業及兩次異地備援測試，以強化市場關鍵資料保全及驗證作業。
- (五) 強化電腦機房維運安全，評估電磁波脈衝等新型態威脅納入防護之可行性。

► III. Computer Application and Information Services

1. System Upgrade

- 1) The peripheral units of the securities and futures industry co-organized the Securities and Futures Computer Emergency Response Team ("SF-CERT") on November 30, providing members with 24/7 assistance in response to security incidents. The SF-CERT goal is to enhance brokers' awareness and abilities to respond to security incidents and safeguard the cyber security of the capital market.
- 2) To improve the Market Observation Post System ("MOPS") database, system stability, and information security protection, consistent standards were applied in database management allowing for enhanced connectivity between applications and the database, integrated operations and maintenance, plus upgraded database security.
- 3) To strengthen the security in identity verification in the trading system, a user login is secured using multi-factor authentication (security code generated by the RSA). Cyber security measures have been added to account management to ensure continued and secure market operations.

- 4) To strengthen information security of key market data and verification operations, key market data is backed up on a daily basis, and the sampling inspection of magnetic tape data storage and two tests of offsite backup were completed.
- 5) To enhance the operational security of the data centers, the TWSE assessed the feasibility of its protection against EMP and other new threats.

二、優化服務

- (一) 推廣交易資訊普及：與國內外計 25 家機構，完成即時交易資訊、延遲交易資訊、收盤交易資訊、延遲指數資訊及即時交易資訊非揭示用途等相關資訊使用授權事宜，促進臺股交易資訊公開普及與加值應用；並督導臺灣指數公司辦理 65 份指數授權業務。
- (二) 網路資訊商店（Data E-Shop）功能增進服務：導入更直覺、友善的行動化介面，提供以資訊訂購需求為導向的服務，並新增「自選個股歷史資料管理」、「會員客製化服務管理」、「公開資訊觀測站主動派送服務網頁化」、「雙語化文字服務」及「報表統計」等服務，投資人可依需求快速有效取得資訊。

2. Service Optimization

- 1) Promote accessibility of trading information: To promote transparency, accessibility, and value-added services, the TWSE completed market information service business with 25 domestic and foreign institutions, including real-time trading information, delayed trading information, after-market trading information, delayed index information, real-time trading information for non-display usage, and related information authorization operations. In 2021, Taiwan Index Plus Corp. Was supervised by the TWSE for 65 index authorization services.
- 2) Additional services for Data E-Shop: The TWSE has introduced a more intuitive and user-friendly mobile interface, providing users with services based on their information consumption needs. The new additions include personalized historical trading data, customizable member services, customizable information services through the MOPS website, bilingual services, and statistical analysis, providing investors quick and easy access to information in accordance with their needs.



(三) 維持 ISO 22301 有效性及擴大驗證至第三資訊中心備援場地，於 11 月 14、19 日辦理「ISO 22301 證券交易服務的營運持續管理系統」驗證稽核作業，並通過驗證複查及驗證。

(四) 精進法務服務：持續完成上市、交易、監視、資訊、公司治理等市場管理規章修正之英文翻譯，截止 2021 年底，投資人瀏覽「法規分享知識庫」人數累計超過 4,500 萬人次。

- 3) The validity of the ISO 22301 certificate was extended and applied to the third backup information center. On November 14 and 19, TWSE operations were assessed and passed the evaluation for ISO 22301 Business Continuity Management System.
- 4) Enhance legal services: The TWSE continues the English translation of listing, trading, surveillance, information, corporate governance, and other market management regulations and amendments. As of the end of 2021, investors visited the “Rules and Regulations Directory” more than 45 million times.



(左圖) 網路資訊商店。

(右圖) 本公司於 2021 年取得「ISO 22301 營運持續管理系統」擴大驗證。

(Left) Data E-Shop.

(Right) The ISO 22301 certificate was extended and expanded in 2021.



► 肆、國際事務、推廣宣導及新商品開發

一、國際事務與合作

- (一) 受疫情影響，防疫期間改以視訊會議或電子通訊方式，持續參與國際證券管理機構組織（IOSCO）、世界交易所聯合會（WFE）、亞洲暨大洋洲交易所聯合會（AOSEF）等國際性證券相關組織會議及事務，並於 WFE 統計諮詢、網路安全、永續金融與金融科技等工作小組，及 AOSEF 永續工作小組，分享我國市場發展經驗及推動成果，提升國際能見度及影響力。
- (二) 強化交易所網絡連結，與日本交易所、土耳其伊斯坦堡交易所舉辦首長會談，並持續與日本、新加坡、馬來西亞、NASDAQ 等交易所交流市場實務及探討合作方案。

► IV. International Business, Promotion & Marketing, and New Product Development

1. International Business and Cooperation

- 1) Since the coronavirus pandemic has moved meetings and communications online, the TWSE actively participated in the online meetings and affairs of international securities-related organizations, such as the International Organization of Securities Commissions (“IOSCO”), World Federation of Exchanges (“WFE”), Asian and Oceanian Stock Exchanges Federation (“AOSEF”), and other global bodies. The TWSE participated in WFE statistics consultation, cyber security, sustainable finance, and FinTech working groups, as well as the AOSEF sustainable discussion group, sharing Taiwan’s market development experience, achievement, there by raising Taiwan’s global visibility and influence.
- 2) The TWSE strengthened cross-market relationships, conducting video conferences with the leadership of the Japan Exchange Group and Borsa Istanbul. The TWSE continued to engage in experience sharing and discussed further cooperation with NASDAQ and the securities exchanges of Japan, Singapore, and Malaysia.



- (三) 首次參與 WFE「性別平權敲鐘」活動，藉國際聯合曝光，展現臺灣性別平權成果；並持續響應 WFE 及 IOSCO 之「世界投資者週」活動，舉辦「金融知識普及敲鐘」和投資理財講座。
- (四) 參與「亞太經濟合作會議金融監理人員訓練計畫」(APEC FRTI) 講座，與主辦單位亞洲開發銀行 (ADB) 及柬埔寨證管會合作，向東南亞各國 162 位金融主管機關代表，分享臺灣證券市場發展經驗，推動與新南向及亞太區域金融市場交流。
- (五) 與周邊單位共同協助主管機關籌辦第 13 屆臺北公司治理論壇 (TAICGOF)，線上出席學員近 4,000 人，彰顯公司治理推動成果。
- 3) The TWSE participated in the WFE's "Ring the Bell for Gender Equality" to raise our global visibility and highlight Taiwan's achievements in gender equality. The TWSE continues to take part in World Investor Week, promoted by the WFE and IOSCO, by holding investment and wealth management lectures under the initiative of "Ringing the Bell for Financial Literacy."
- 4) The TWSE took part in the "APEC Financial Regulators Training Initiative" ("APEC FRTI"), and worked with the organizers – the Asian Development Bank ("ADB") and the Securities and Exchange Commission of Cambodia – to share the TWSE's experience in market development to 162 representatives of financial competent authorities across Southeast Asia, promoting exchange in financial markets with New Southbound and Asia Pacific countries.
- 5) Together with peripheral units, the TWSE assisted the FSC in holding the 13th Taipei Corporate Governance Forum ("TAICGOF") online, with nearly 4,000 online attendees, to shine a spotlight on achievements in corporate governance.



本公司響應 2021 年 WFE「性別平權敲鐘」活動。

The TWSE participated in the WFE "Ring the Bell for Gender Equality 2021".

二、推廣宣導與公益

(一) 因應疫情發展，活化引資型態，辦理 7 場實體及線上引資，邀請 1,356 位機構法人與 185 家次公司，進行 3,686 場會談。

(二) 辦理證券投資教育宣導

1. 校園推廣教育：包括全國教師證券知識研習營、校園證券投資智慧王、學校及機關團體參訪服務，並前進校園辦理大專院校金融教育校園實體講座；另因應疫情，推廣證券知識遠距教學，新增影音教學檔 2 輯。

2. Promotion, Education, and Public Interest

1) In response to COVID developments, the TWSE became more adaptable in hosting investment promotion activities. A total of seven in-person and online capital introduction events were held this year. The TWSE also held 3,686 meetings with 1,356 institutional investors and 185 companies.

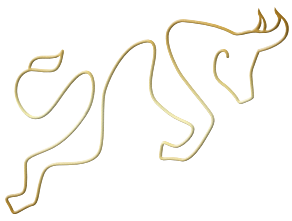
2) Promote securities investment education

1. Promote education on campus: Activities included securities knowledge workshops for teachers nationwide, the TWSE securities investment competition on campus, and visits to schools and organizations. The TWSE also held a series of in-person “Financial Education Campus Seminars.” Furthermore, due to the coronavirus pandemic, the TWSE added two video courses to its promotional remote education plan for securities knowledge.



「Taiwan CEO Week on Air」線上引資活動，吸引來自亞太、美國、歐洲等地之機構投資人參與。

Online investor event “Taiwan CEO Week on Air” attracted institutional investors from Asia-Pacific, the U.S., and Europe.



2. 投資人推廣教育：包括辦理社區大學理財講座共 50 場次、宣導畫冊電子書於 21 個縣市公共圖書館上架、製作證券金融宣導 DVD 短片、紅包袋暨吉祥賀卡應景文宣品等。
3. 網路數位族群推廣教育：包括網路闖關有獎徵答活動、投資人知識網、臉書（FB）粉絲專頁、「瘋存股想入市 宅在家學習網」數位學習平台、年輕人投資風險宣導網路專區、認識臺灣創新板（TIB）有獎徵答活動。

2. Promote education for investors: Includes 50 sessions of wealth management lectures in community colleges; the launch of promotional illustrated ebooks at public libraries in 21 counties and cities; and the publication of promotional literature such as DVDs on securities and finance, red envelopes, and Lunar New Year holiday cards.
3. Promote education for internet users: Includes online quizzes with awards and prizes, the Investor Knowledge Network website, FB fan page, digital learning platform “Diving into the Stock Market – Learning at Home,” online promotional material for young investors regarding wealth and risk management, and prizes for completing online quizzes and tasks regarding the Taiwan Innovation Board.



「瘋存股想入市 宅在家學習網」帶領股市新手由淺入深，學習正確證券知識。

The “Diving into the Stock Market – Learning at Home” website introduced new investors to accurate information on securities.

4. 投資人服務：包括投資人服務專線、投資人查詢開戶及交易資料服務。

(三) 2021 年每月董事會後召開例行記者會及針對證券市場重要議題（如公司治理評鑑結果）召開記者會共 7 場，對外發布中英日文新聞稿逾 700 則；與國內主要財經媒體共同合作，舉辦 5 場次投資座談會及投資講座。

(四) 2021 年辦理社會公益活動

1. 捐贈社福機構照顧弱勢族群：透過評估「衛福部—公益勸募管理系統」所列許可勸募活動，捐贈 174 家社福機構，及配合「聯合勸募協會」之規劃，捐贈 40 家社福機構，扶助經濟弱勢之老人、兒少家庭、身心障礙及疾病治療等族群。
2. 關懷校園經濟弱勢學子：透過「教育部—學校教育儲蓄戶」，關懷經濟弱勢學生，惠及全臺 21 縣市，311 所學校及 6,700 名學生。

4. Investor services: Includes a service hotline for investors, inquiry for opening an account, and trading information services.

3) The TWSE held seven press conferences in 2021 following monthly board meetings and those for significant issues, which included Corporate Governance Evaluation results. More than 700 press releases were issued in Chinese, English, and Japanese. The TWSE cooperated with major domestic finance media to hold five investment forums and investment seminars.

4) Social welfare activities in 2021

1. Donations to social welfare organizations for underprivileged groups: The TWSE donated towards 174 officially registered charitable organizations via the "MOHW Charity Donations Destined for Social Welfare Funds Administration System." Cooperating with United Way of Taiwan, the TWSE donated to 40 social welfare organizations, assisting the economically vulnerable elderly, families in need, the disabled, and those in disease treatment.
2. Assistance for underprivileged students: The TWSE donated to the "School Education Special Savings Account" on the Ministry of Education's philanthropy fundraising platform to assist a total of 6,700 economically disadvantaged students from 311 schools in 21 counties and cities across Taiwan.



3. 配合證券期貨周邊單位及金融總會公益捐贈活動：捐助「金融服務業教育公益基金」及參與捐助「金融有愛一食（實）物銀行」、「大專生金融就業公益專班」等公益活動。
4. 配合政策及其他社會公益等捐贈：捐助太魯閣號事故受難者、捐助中央流行疫情指揮中心增設緊急醫療器材及設備並慰問醫護人員、捐助高雄城中城大火傷患後續醫療及罹難者家屬慰問金等公益捐贈。

三、新商品開發及推廣

- （一）2021 年 6 月受邀出席亞洲開發銀行舉辦之亞太經濟合作會議金融監理人員訓練，分享 ETF 市場發展經驗。10 月參與工商時報舉辦之促進臺灣邁向亞洲理財中心座談，討論臺灣發展亞洲理財中心之未來規劃。11 月受邀出席證基會舉辦之投資新趨勢系列講座，與談投資風險。
- （二）辦理 ETF 及 ETN 競賽、ETN 獎勵措施、投資人 ETN 獎勵活動。
- （三）配合主管機關推動時程，研議修改期權策略型 ETN 之相關規範，促進我國 ETN 新商品發展。



透過舉辦 ETF 及 ETN 競賽，積極推廣新金融商品。

The TWSE conducted ETF and ETN competitions to promote new financial products.

3. Charitable activities with peripheral units and the Taiwan Financial Services Roundtable:
The TWSE donated to and funded such activities as the Financial Services Education Fund, “Financial love – (real) food bank,” and special public welfare classes in finance for college students.
4. Donations in line with policies or for other social causes: The TWSE donated to several social welfare causes, including donations to victims of the Taroko Express train derailment; provision of medical supplies and equipment to the Central Epidemic Command Center, as well as expressions of appreciation to healthcare personnel; and donations toward continued medical treatment of survivors, and consolation funds for families of victims of the 2021 Kaohsiung Cheng Chung Cheng building fire.

3. Development and Promotion of New Products

- 1) In June 2021, the TWSE was invited to participate in and share experiences in the ETF market at APEC FRTI hosted by the Asian Development Bank. In October, the TWSE partook in a forum hosted by the Commercial Times aimed at promoting Taiwan’s development as Asia’s finance center and to discuss future plans to achieve this goal. In November, the TWSE was part of a lecture series on new investment trends, held by the Securities & Futures Institute, to discuss investment risks.
- 2) The TWSE conducted ETF and ETN competitions, ETN rewards, and investor ETN activities with prizes.
- 3) In accordance with the FSC’s timeline, the TWSE will study the amendment of regulations related to index option strategy ETN products to advance the development of new ETN products.